

**Workforce Information  
Core Products and Services  
Annual Performance Report**

*Program Year 2007*



INDIANA  
**WORKFORCE**  
DEVELOPMENT

*Submitted by:  
Indiana Workforce Development  
Research and Analysis*

*September 30, 2008*

## Introduction

The Indiana Department of Workforce Development (DWD) is pleased to submit the PY07 Workforce Information Core Products and Services annual report. This report addresses the core deliverables and provides a summary of the accomplishments, customer satisfaction with the state's workforce information products and services, and recommendations for improvement or changes. Please feel free to contact us if questions should arise:

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## Accomplishments

### Special Projects

Throughout the year, Research & Analysis has been called on repeatedly to assist the Commissioner, the Governor's Office and the Indiana Economic Development Corporation in efforts to:

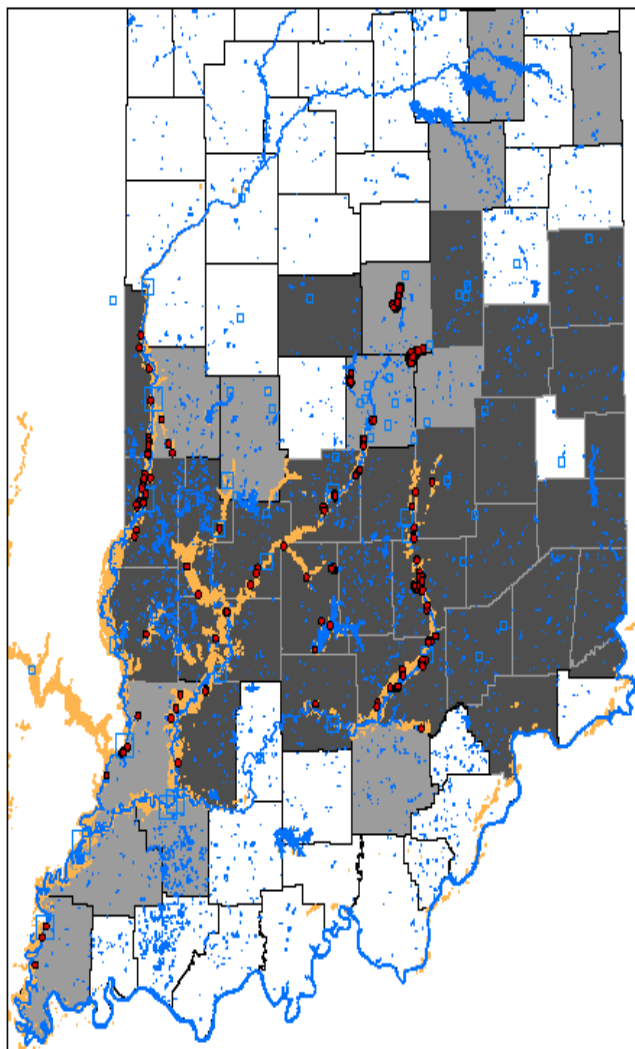
- attract new employers by analyzing the available workforce for targeted occupations
- analyze the demographics of those affected by contractions in the Recreational Vehicle Manufacturing sector
- estimate the impact of the American Axel strike on Hoosier workers
- estimate the prevalence of workers with "work search waivers" in the claimant pool and the duration/value of their unemployment benefits

### Flood Impact Analysis

During early June of this year, Indiana experienced significant flooding from streams and rivers in the wake of heavy rains across the southern half of the state. Twenty-nine Indiana Counties were eventually declared disaster areas, with residents eligible for assistance through the Federal Emergency Management Agency. R&A was asked to estimate the number of workers potentially impacted by this flooding.

Working with mapping staff from the Indiana Business Research center, we were able to identify those firms whose geocoding placed them within the floodplains of Indiana's streams and rivers. Subsequent claims and employment data indicated that the extent of the employment dislocation did not reach the "worst possible case" levels. But this early analysis served to provide an early look at the potential impact.

### FEMA Assistance for June 2008 Flooding and Businesses in Standing Water



In the 29 counties declared federal disaster areas, there are 221 establishments located in an inundated area. They employed 3,394 people in the fourth quarter of 2007.

For the remaining 13 counties approved by FEMA for individual assistance, there are 331 establishments located in an inundated area. They employed 2,158 people in the fourth quarter of 2007.

**Legend**

- ◆ Businesses in Standing Water
- Standing Water as of June 10
- Counties
- Federal Disaster Areas
- Areas Approved for Individual Assistance
- Hydrography
- USGS Streamgages Above Flood Stage**
- 1 - 7 days
- 8 - 14 days
- 15 - 18 days

Map created by the Indiana Business Research Center.

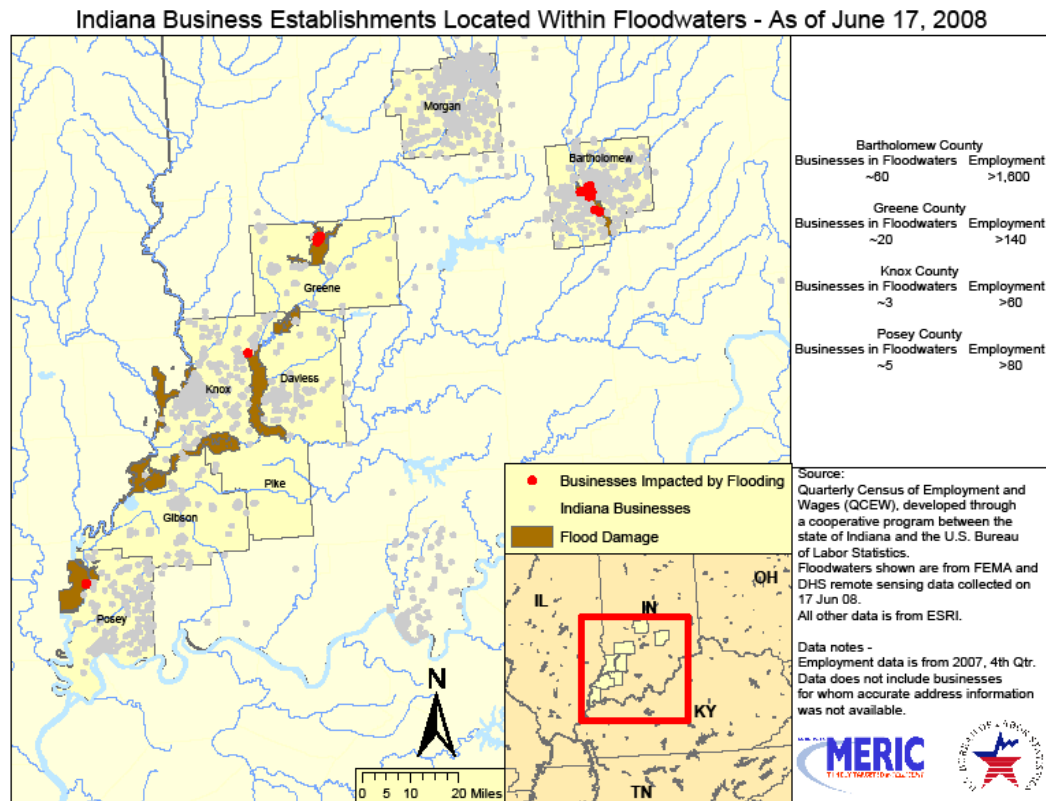
Streamgage data are from the U.S. Geological Survey at <http://water.usgs.gov/waterwatch/?m=mfr&r=in&w=flood%2Cmap> (locations above flood stage June 1-23)

Employment and establishment data are from the Department of Workforce Development (private-owned establishments only).

Hydrography is from the IndianaMap maintained by the Indiana Geological Survey.

Standing water as of June 10, 2008, is from Chris Farmer and G. Bob Brakenridge, Dartmouth Floods Observatory, Dartmouth College, Hanover NH

At the request of the U.S. Department of Housing & Urban Development and the Bureau of Labor Statistics, Indiana cooperated in a more limited assessment of the impacted businesses for a more limited list of Indiana counties. State staff members in Missouri were co-opted for the actual mapping exercise, which used Department of Homeland Security and FEMA remote sensing of the floodwater as of June 17<sup>th</sup> to identify the impacted employers. The resulting map appears on the following page



**Enhanced Occupational Analysis using TORQ**

Indiana began procurement during the 2007 program year of a new tool designed by Workforce Associates, Inc. ([www.workforceassociates.com](http://www.workforceassociates.com)) which leverages the vast amount of occupational data contained on the O\*Net website to analyze the transferability of knowledge, skills and abilities (KSAs) from one occupation to another. Dubbed the Transferable Occupation Readiness Quotient (TORQ), the software application provides a robust and detailed analysis of the KSAs of the target occupation and provides separate lists of candidates with similar KSA profiles earning less than the target application (labor pool) and those earning more than the target occupation (promotion possibilities).

Each matched occupation in either group is assigned a GrandTORQ score, which represents a composite of the transferability scores assigned separately for knowledge, skill and ability areas. Occupations with high GrandTORQ scores are excellent candidates for transfer with limited investments in training. The default is to weight each of the 3 sectors (KSA) equally, but the software provides the flexibility to alter these weights is appropriate for the specific occupations under consideration.

- Up-One-Level Reports. Analysts will be able to use TORQ to assist in identifying occupations with significant overlaps that represent a step-up from the job openings frequently listed with our job-match service.
- Rapid Response. Analysts will be able to assist Rapid Response efforts by more readily identifying alternate occupations requiring similar skillsets for employees affected by major layoffs or closings. Workforce Associates assisted DWD by TORQ analysis of occupations affected by the recent closing of an area airline passenger service.
- Economic Development/Business Attraction. Examination of the labor pool candidates (earning less than the target occupation) can significantly “broaden” the available candidates for occupations of interest to prospective employers. The ability to include additional occupations with highly transferrable skill sets is of particular importance when target occupations include those with limited presence (e.g. electromechanical technicians) in the state.

Indiana Statewide Labor Pool

Show transition from:

Click on a title from below and then click Analyze

Click on an occupation below to analyze

	TORQ	Title	Code	Job Zone	Median	Wage Diff	Employ	Total	% Ch
1	100	Electro-Mechanical Technicians	17-302	4	\$45,561	\$0	390	120	7
2	87	Numerical Tool and Process Con	51-401	3	\$37,251	\$8,308	510	100	1
3	87	Computer-Controlled Machine T	51-401	2	\$31,351	\$14,212	7530	1570	4
6	86	Crushing, Grinding, and Polishin	51-902	1	\$36,371	\$9,186	1040	270	-4
5	86	Medical Equipment Repairers	49-906	3	\$37,071	\$8,486	1090	510	19
4	86	Patternmakers, Metal and Plasti	51-406	4	\$43,851	\$1,712	290	90	-11
8	85	Electric Motor, Power Tool, and F	49-209	3	\$30,741	\$14,819	430	150	11
9	85	Drilling and Boring Machine Tool	51-403	2	\$33,311	\$12,248	3080	900	-7
7	85	Chemical Plant and System Ope	51-809	2	\$40,831	\$4,726	1000	310	-4
13	84	Model Makers, Metal and Plastic	51-406	4	\$44,231	\$1,329	390	120	0
11	84	Cooling and Freezing Equipmen	51-919	2	\$31,891	\$13,665	230	60	-9
10	84	Metalsheat Mechanic	49-305	2	\$32,301	\$13,260	510	220	17

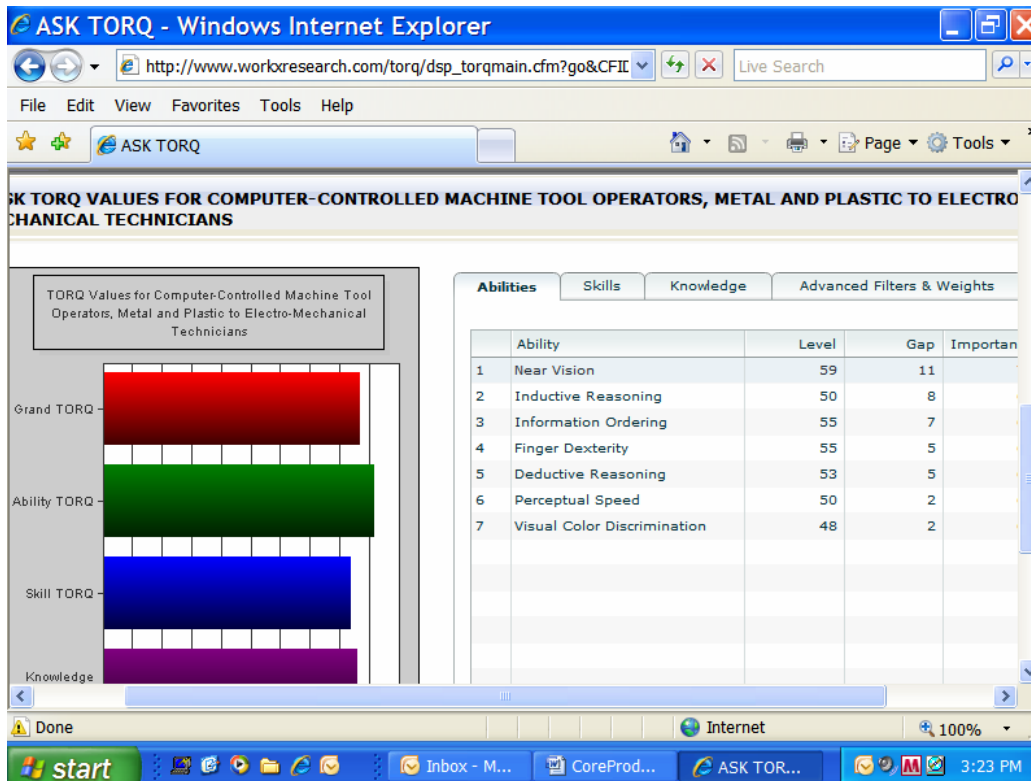
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The above TORQ screen shows the potential labor pool for Electromechanical Technicians from other occupations having similar knowledge, skill and ability requirements, ranked by GrandTORQ score.

TORQ comparison of Knowledge, Skill & Abilities required for Computer-Controlled Machine Tool Operators and Electromechanical Technicians (target/desired occupation) appears below.



### Objective 1: Enhance DWD Labor Market Information Website

*Hoosiers by the Numbers*, [www.hoosierdata.in.gov](http://www.hoosierdata.in.gov) was launched in May 2006 and contains labor market data, statistics and trends compiled by the Research & Analysis Department and the U.S. Department of Labor. This website is continually being upgraded to add or expand content, improve navigation and provide for greater flexibility and user interactivity

In order to support ETA's *WIRED Initiative* and other regional efforts, DWD continues to focus on new data and products that provide greater detail at the county and regional levels. These enhancements include:

- Addition of County, Region and Metropolitan Statistical Areas population projections

- Addition of Skills Projections (based on our occupational projections) developed by Indiana University, which identify those skills likely to be in high demand over the coming decade
- Inclusion of Quarterly Census of Employment & Wages (QCEW) data for all states and counties
- Enhancements to the custom region builder and expansion of the referenced data sets
- Addition of economic outlooks and forecasts from the Indiana University Center for Econometric Research and the Indiana Business Review

The Department has been tracking the number of “hits” that Hoosiers by the Numbers receives. From July 2007 to June 2008, this website has average 76,321 total pageviews per month. Topics with the most pageviews include Simple Business Lookup, County Highlights, Occupational Employment Statistics, wage data (from QCEW) and Local Area Unemployment Statistics estimates.

The most popular downloads include IN Context articles written by DWD and Indiana Business Research Center staff, Hoosier Hot Jobs, Labor Market Reviews (regional employment narratives), Indiana Employment Review (statewide employment narrative), Occupational Employment Statistics workbook/spreadsheets (including all-industry tabs and breakouts by industry) and the Occupations & Starting Wages reports.

## **Objective 2: Identify Potential Shortage Occupations by Region and Assist in the Development of Appropriate Interventions**

### **Statewide Regional Occupational Projections**

Statewide 2006-2016 occupational projections were completed in June 2008. Improvements to the estimation process, including the addition of the Regional Analysts to the projections team, allowed the completion of 2006-2016 regional projections as well, eliminating a synchronization problem encountered previously in comparing State and regional projections. These projections will added to the Hoosiers by the Numbers website ([www.hoosierdata.in.gov](http://www.hoosierdata.in.gov)), including industry-specific detail in September 2008.

### **Skills Projections**

2004-2014 Statewide Industry and Occupational Projections were used as the foundation for creating Indiana’s first statewide skills projections. DWD contracted with the Indiana Business Research Center to create these skills projections as a tool for identifying potential shortages in the future. These projections will be revised for the state and expanded to the regional level using 2006-2016 Economic Growth Region industry and occupational projections. Analysis of these skills projections will allow Indiana to target key skills in educational program planning.

### **Objective 3: Update/Enhance Employment Projections, Wages, Skills and Training Information for High Demand Occupations in an Easy-to-Understand and Intriguing Presentation Format**

#### **Identification of High Wage and High Demand Occupations**

Created in the 2005-2006 Program Year, Indiana's listing of High Wage, High Demand (HWHD) occupations has emerged as a common reference of projected demand within the agency in the awarding of various types of training grants, in helping job seekers develop training plans and career ladders and in examining skills-based career clusters. External users have also recognized the value of the listing, with one vocational technical college mapping a variety of its training programs directly to specific occupations identified as HWHD. During PY08, the High Wage High Demand job listing will be updated to reflect the 2006-2016 statewide occupational projections and regional versions will also be generated.

#### **Regional Hot Jobs**

As a continuation of Indiana Department of Workforce Development's goal to provide assistance to Hoosiers exploring careers, the Hoosier Hot 50 Jobs will be updated in September 2008 with the latest 2006-2016 Occupational Projections for the state and regional "Hot 50" lists will also be updated and posted to *Hoosiers by the Numbers*.

Updated posters and tri-fold publications of the statewide list, including tie-in skills information to the Indiana Career Guide will be available both on the Hoosiers by the Numbers website and in employment offices and career centers.

Criteria for making a regional list included the same three key elements as in the statewide list: projected job growth (the numeric increase), rate of growth (the percentage increase), and high wages. All selected jobs were required to:

- ◆ Have a minimum expected numeric growth of between 30-100, depending on area population, and to exceed the average growth for all occupations in the region.
- ◆ Have wages greater than the regional median for all occupations according to the latest available Occupational Employment Statistics Survey (OES) for Indiana.

These elements and total expected job openings were indexed to give equal weight to job growth factors and the wage factor in determining the hottest of the hot jobs.

#### **Highlights of the Regional Hot Lists include:**

- ◆ Registered Nurses and Postsecondary Teachers topped the majority of the regional lists



- ◆ 116 different occupations were represented amongst all of the lists, with only 5 occupations being included on EACH of the regional lists, demonstrating the variety existing between the regions.

The new listings for each of the Indiana's 11 Economic Growth Regions will be available at <http://www.hoosierdata.in.gov/docs/hh50/hh50regions.pdf>.

The updated 2006-2016 statewide Hoosier Hot 50 Jobs will be available in September 2008 at <http://www.in.gov/dwd/hoosierhotjobs/index.html>.

<b>Hoosier Hot 50 Jobs</b>		<b>WorkOne</b> MAKE YOUR MOVE™				
<b>Economic Growth Region 5</b>						
Marion, Boone, Hamilton, Hancock, Hendricks, Johnson, Madison, Morgan and Shelby Counties						
<u>Rank</u>	<u>Job Title</u>	<u>2004</u>	<u>2014</u>	<u>New Jobs</u>	<u>Growth %</u>	<u>Area Wage</u>
1	Registered Nurses	17,550	22,570	5,020	28.6%	\$54,934
2	Postsecondary Teachers	6,010	7,910	1,900	31.6%	\$55,684
3	Computer Software Engineers, Systems Software	1,430	2,130	710	49.6%	\$71,935
4	Truck Drivers, Heavy and Tractor-Trailer	14,060	16,810	2,750	19.5%	\$40,132
5	Computer Software Engineers, Applications	1,750	2,490	740	42.4%	\$67,046
6	General and Operations Managers	9,030	10,520	1,490	16.5%	\$87,982
7	Computer Systems Analysts	3,490	4,540	1,040	29.9%	\$64,616
8	Network Systems and Data Communications Analysts	990	1,500	510	51.8%	\$68,521
9	Dental Hygienists	1,240	1,740	510	40.9%	\$67,887
10	Management Analysts	2,770	3,550	790	28.3%	\$55,276
11	Network and Computer Systems Administrators	1,630	2,240	610	37.4%	\$55,474
12	Elementary and Kindergarten School Teachers	7,980	9,490	1,500	18.8%	\$41,686
13	Dentists	680	940	260	37.9%	\$111,692
14	Lawyers	3,020	3,730	700	23.3%	\$79,491
15	Physical Therapists	1,220	1,680	460	37.7%	\$65,698
16	Computer and Information Systems Managers	1,810	2,320	500	27.7%	\$88,535
17	Surgeons	630	810	180	28.7%	\$204,190
18	Employment, Recruitment, and Placement Specialists	1,720	2,350	630	36.7%	\$44,303
19	Supervisors/Managers of Construction Trades & Extraction Workers	4,360	5,240	880	20.2%	\$54,920
20	Medical and Health Services Managers	2,000	2,510	510	25.2%	\$69,696

#### **Milestones:**

- Update High Wage, High Demand occupational listing with 2006-2016 projections data (*September 2008*)
- Establish a “universal” set of criteria to be applied for statewide and regional Hot Jobs/HWHD lists (*September 2008*)
- Create 11 Regional Hot Jobs lists for 2006-2016 (*September 2008*)

#### **Objective 4: Produce Monthly County Employment Estimates at the CES Supersector Level**

A team consisting of Research & Analysis and Indiana Business Research Center staff has been working to implement and expand the county-level estimating system developed by the Illinois Department of Employment Security in conjunction with the National Opinion Research Center at the University of Chicago.

Estimate evaluation and review/revision of the estimators has been on-going during the 2007-08 program year. Monthly county-level employment estimates with a CES scope and industry breakout will supply much-sought information to local economic developers and others concerned with employment trends at the county level. Web-based versions of the data will provide the opportunity for users to create custom regions by aggregating counties.

##### ***Milestones:***

- Completion of 2007 county-level benchmarking (*October 2008*)
- Generation of monthly county estimates for 2008 (*January 2009*)
- Production of monthly county estimates for release (*February 2009*)

#### **Objective 5: Develop Indiana's Workforce Intelligence System (IWIS) as a Tool for Internal and External Users**

Substantial progress during the 2007-08 program year included the addition of enrollment and graduation data for Indiana's public institutions of higher education obtained through cooperation with Indiana's Commission on Higher Education. This additional facet of Hoosier workers' experience allows us to relate education level and study area to subsequent employment and wages and to better examine brain drain concerns. Although the user interface is still under development, the database has been of enormous assistance in numerous detailed analyses of claims activity, including tracking claims activity resulting from the June flooding and this spring's strike at American Axel.

In addition, the more detailed industry information associated with claims records in IWIS has allowed DWD to examine the drivers of the state's claims increase in much greater depth than was previously possible. The 2008-09 program year will see the deployment of a flexible "internal" user interface for selected R&A staff as well as the availability of numerous standard reports (in response to frequently-asked queries). These developments will be followed by the creation of a public-use version with appropriate safeguards to protect the confidentiality of firm or individual information.

##### ***Milestones:***

- Replacement of dedicated data base analyst to assist in development and maintain the system once implemented (*completed June 2008*)

- Identification of selected data items from unemployment claims and job-matching system applicant collected data; transition to data retrieval from the agency's new web-based unemployment claims and job-match systems (*September 2008*)
- Complete MOUs with Bureau of Motor Vehicles (*October 2008*)
- Publish web-based standard reports summarizing claimant profiles, claims activity/trends by industry, enrollment, graduation, and subsequent Indiana employment for graduates of Indiana's public institutions of higher education, etc. (*December 2008*)

**Objective 6: Expand involvement of Regional Analysts in review of occupational projection estimates, and develop regional career guides based on analysis of high wage/high demand occupations.**

During the PY07 program year, Regional Analysts received training on employment projections and produced industry employment projections for their respective regions. Analysts leveraged their employer contacts, familiarity with local economic development organizations, their knowledge of local developments such as new facilities and closings, the flow of job orders through the local offices, etc. to assist them in their efforts. Regional analysts' integration with the projections team will continue in PY08 with increased involvement in occupational employment estimating.

**Objective 7: Expand role of Regional Analysts in site selection/employer attraction efforts in conjunction with state economic development efforts.**

Regional Analysts played a key role in researching the available labor pool for specific targeted occupations in connection with a number of major business attraction projects during the year, including Medco's new high-tech pharmacy distribution center located in Whitestown. Such requests are arriving with increasing frequency since R&A has been identified as a valuable resource in these efforts. Analysts received training this year in how to extract needed information from Indiana Career Connect, Indiana's new job-match system.

Requests come directly for local economic developers to regional analysts as well as through the efforts of the Governor's office, the DWD Commissioner, and Indiana's Economic Development Corporation. Strategic Advantage software from Economic Modeling Specialists, Inc. allows analysts to quickly provide professional quality summaries of current and projected economic measures for customizable regions. During the 2007-08 program year, DWD provided Regional Operators around the state with direct access to the software. For the 2008-09 program year, access to the software will continue for administrative office staff and regional analysts, but Regional Operators who opt to continue with the software will absorb their respective licensing fees.

### **Objective 8: Support Indiana JobCorps Facilities with Relevant and/or Customized Information on Occupational Projections and Other Labor Market Information**

Research and Analysis team members have toured both facilities during the last 18 months, establishing personal contact with the directors and advising them of the wealth of information available through *Hoosiers by the Numbers*. We have also offered to supply both directors with customized reports as needed. Deani Purvis, the team's regional analyst for EGR 5, now serves as part of Camp Atterbury's Center Industry Council.

### **Objective 9: Establish Backup for ALMIS Database Manager**

Indiana's efforts to establish and train a backup manager for the ALMIS database were somewhat derailed this year by the resignation of our long-time point person in this role, Lori Wasson. Duties in relation to database maintenance were assigned prior to Lori's departure and Lori provided training and documentation to the individual who assumed the responsibilities on an interim basis. No replacement has yet been hired for this position. However, Lori Wasson returned to DWD and Research & Analysis in a new role this summer as the IWIS database analyst. She is functioning as a backup to the current, interim ALMIS database manager until her former position is filled, and we are exploring the possibility of having her train another R&A staff member on maintenance of the database as well.

## **Core Products and Services Deliverables**

### **1. Continue to populate the Workforce Information (formerly ALMIS) Database with state and local data**

Indiana Department of Workforce Development continued to populate the Workforce Information Database with state and local data that cover the most recent five-year period, and with some datasets, beyond a five-year period. The Workforce Information Database data is used as the source for Indiana's web site, *Hoosiers by the Numbers*.

The state data covers metropolitan statistical areas, economic growth regions, counties, and statewide. All core products have been populated as required, with licensing data to be updated within the next couple of months. Additional tables besides the core tables have been integrated into Version 2.3, are populated on a regular basis, and included on the website. All data tables are maintained and updated on a monthly, quarterly, and annual basis.

## **2. Produce and disseminate Industry and Occupational Employment Projections**

During PY 2007-08, the Indiana Department of Workforce Development generated and delivered to ETA in June 2008 Long-Term Industry and Occupational Employment Projections for the 2006-2016 reference period. Additionally, Long-Term Industry and Occupational Employment projections were produced for Indiana's 11 Economic Growth Regions for the 2006-2016 reference period.

Both short-term and long-term employment projections by industry and occupation will be available through the agency's website in September and long-term projections were provided to [www.projectionscentral.com](http://www.projectionscentral.com).

## **3. Publish an annual economic analysis report for the governor and the SWIB**

In lieu of the annual economic analysis report, DWD provides real-time customized reports for counties, regions, and statewide analysis via its premier labor market information website, *Hoosiers by the Numbers*, at: [www.hoosierdata.in.gov](http://www.hoosierdata.in.gov).

## **4. Post products, information, and reports on the Internet.**

Indiana Department of Workforce Development continues to maintain its labor market information website, *Hoosiers by the Numbers*, located at <http://www.hoosierdata.in.gov>. This site is designed around the needs of our four major customer groups: economic developers, job seekers, educators, and employers. Datasets and publications are updated on a regular basis per release schedule.

Customer feedback has indicated that clients preferred electronic or Internet availability of LMI products. All of our publications and data are made available in a wide variety of formats. Users are now able to download data into their format of choice.

The projected outcome for this aspect of the annual plan is to continue to maintain and enhance *Hoosiers by the Numbers*. Each year, system upgrades and enhancements are required. It is vital to the SWIS that an electronic means of disseminating data continues to be available.

## **5. Partner and consult on a continuing basis with workforce investment boards.**

### **Regional Analyst Development and Partnership Building**

The Regional Analysts play a key role with the Workforce Investment boards, regional operators, and service providers by attending Workforce Board meetings. They ensure that WIBS, regional operators and service providers receive core LMI report updates and training in conjunction with the development of new products and services. They provide regional WIBS with customized products and services as needed. Analysts also utilize their skills to assist the Regional Operators and Service Providers.

The Regional Analysts continue to acquaint a broad spectrum of users with the wealth of information available on DWD's web site, *Hoosiers by the Numbers*. Local Economic Developers and Chambers, and educators were targeted for outreach beginning in December 2007 with Regional Analysts attending Economic Development and Chamber meetings, providing presentations on LMI and responding to customized request for data.

Transferable Occupation Relationship Quotient (TORQ) tool licenses were purchased by DWD for R&A. Regional Labor Market Analysts will be providing demonstrations to the regional operators and service providers to enhance communications between the vendors and the analysts as to the tools available to extract information for the clients.

### **Regional/Customized Publications and Reports**

Indiana Career Connect, [www.indianacareerconnect.com](http://www.indianacareerconnect.com) is Indiana's new job matching system. Regional Market Analysts will continue to produce quarterly reports of *Occupations and Starting Wages and Up-One-Level* once they become familiar with the new Indiana Career Connect and its Ad Hoc reporting system. They will also be able to once again prepare customized requests for economic development and Chambers of Commerce. Analysts periodically receive additional requests for reports that highlight target populations or industries.

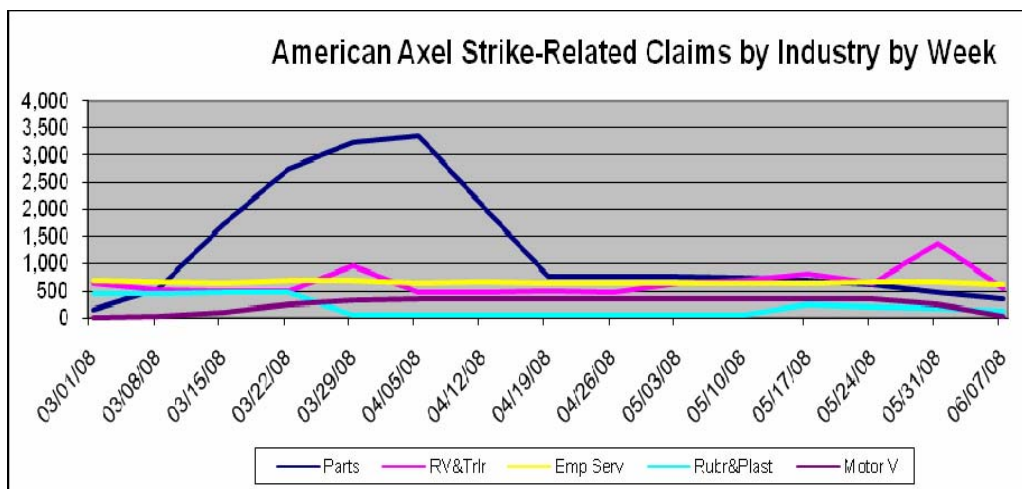
## **6. Conduct special studies and economic analyses.**

DWD has conducted a number of studies at the request of the Commissioner, the Governor's office and/or the Indiana Economic Development Corporation over the program year to assist in employer attraction efforts. Data packets assembled for such requests typically include summaries of industry employment and wages for selected counties or regions, estimates of occupational employment and wages and availability and geographic dispersion of experienced applicants from the agency's job-matching system (frequently as thematic or density maps).

Request scopes frequently include other economic data, including “cost of business” comparison factors such as unemployment tax and workmen’s compensation rates, cost of living indices, etc. as well as available educational pipeline/supply data for selected occupations. Successful employer attraction

projects during the PY07 program year for which R&A supplied key data included the wooing of mail-order pharmacy giant Medco, who will build a new highly-automated facility in Whitestown, Indiana.

The availability of the Indiana Workforce Intelligence System (IWIS) to perform data mining of claims information has permitted much more detailed analysis of unemployment claims activity related to target industries. IWIS analysis of claims activity and claimant demographics has occurred on a weekly basis through much of 2008, involving extensive analysis by detailed industry sectors or tracking of claimants from firms identified as impacted by temporary disruptions (such as the American Axel Strike, profiled below).



## Customer Satisfaction Surveys

For the period July 1 2007 through June 30 2008, Research & Analysis received 326 customer satisfaction survey responses through our Tellus website ([www.hoosierdata.in.gov/Tellus](http://www.hoosierdata.in.gov/Tellus)) as a result of publications and data requests delivered through email. Of these responses, the most frequent user descriptions were:

- Employer – 59 (25%)
- Service Provider – 43 (18%)
- Economic Developer – 41 (17%)
- Information Seeker – 20 (8%)
- Educator – 17 (7%)

**Was the publication you received timely and accurate?**

179 responses to the questions: 100% positive

**Did we offer information and services to meet your needs?**

222 respondents to the question: 97% positive

**Was the information or service helpful or informative?**

219 respondents to the question: 98% positive

**Did we fulfill your data or service request in a timely manner or as promised?**

210 respondents to the question: 96% positive

The Tellus website also allows us to capture kudos from users who are particularly pleased with some aspect of their service and complaints and suggestions from those who are not, which we can quickly move to correct. Several actual comments received this year follow.

- In my job, it is important to know the opportunities and wages involved with different types of jobs to assist our clients in choosing an occupation and/or career goal. The information is very helpful in giving them advice on those matters.
- As the person who completes many of our grant applications, the information is helpful in demonstrating the need for certain services in our communities in southwestern Indiana
- I wish I had thought to request county specific information years ago! Thanks Terry for getting the info so quickly.
- The on-line version is a blessing! Not only is it very handy, but it saves a tree or two!
- WOW! I am very impressed with the OSW report I received via email. This will allow me to save the information to my hard drive and then print the number of copies that I may need for my board members.
- These LAUS files would be much more useful if FIPS codes were included. They must be manually added each month. I'm sure you have those in the source file so I would much prefer that they be left in there in the files you distribute.
- I've rec'd calls from employers asking for this information and have given the web site to several



## **Recommendations for Improvements or Changes in LMI Core Products**

### **Explore new labor market information/packaging tools on an on-going basis**

Indiana continues to research and evaluate tools that offer improved leverage of existing databases (such as TORQ) or provide flexible, robust modeling capabilities (such as IMPLAN) for use by the agency, including our regional analysts. Such tools allow DWD to provide additional depth in analyzing the career options for dislocated workers, the labor pool for prospective employers or the economic impact of industry contractions of specific plant closings.

### **Utilize regional analysts/economists' local knowledge in generating industry and occupational employment projections**

Regional analysts complete an informal “windshield survey” of their local economy every day as they drive to work and to meetings and presentations around their regions. They are stationed in WorkOnes across Indiana to enhance employers' access to their local knowledge and expertise as well as their familiarity with the various data series available through R&A. That knowledge is also a tremendous asset in evaluating the reasonableness of various modeled estimates of employment by industry (the base level for estimating by occupation).

Analysts also serve as a local facilitator in obtaining missing/delinquent survey reports such as the Occupational Employment Statistics or Multiple Worksite Reports from reluctant area employers.

### **Enhancements for both Statewide and Regional Industry and Occupational Projections**

Responding to user needs, Indiana is improving its projections process to produce more-timely, high- quality industry and occupational projections. In the past, Indiana produced long-term projections on a 2 year cycle – producing statewide projections in year 1 of the cycle, and regional projections in year 2. This created a situation where time-period for the most recent regional projections often did not correspond to the current projections for the state.

Indiana is now producing both statewide and regional projections annually – without a lag between the presentation of the statewide and regional products. This has been achieved by the development of an Excel-based file containing results of multiple projections models from the Long-Term Projections software in a single view as well as providing the complete historical data series, historical analysis and current news for each industry for each projections area.

By directly involving regional analysts as a part of the projections team in the use of this system, state and regional projections are produced in concert with each

other. With the added resources for the projections (regional analysts and the data analytics in a single file), Indiana now can produce annual projections rather than bi-annual for all projections areas, and the quality of the projections for both the state and the regions are improved because local level and state level input is immediately incorporated into entire process.

Projected-year consistency with the BLS National projections is maintained by projecting to the same end-point (currently 2016) until BLS releases new projections, which is still done bi-annually. (Indiana therefore will have 2006-2016 projections, followed in the next year with 2007-2016 projections.)

Occupational projections have also been improved by creating a methodology using American Community Survey data for Indiana to adjust the BLS provided U.S. Self-employed and Unpaid family workers (SE/UFW) staffing pattern in the Micromatrix system to produce an Indiana-specific SE/UFW staffing pattern.

Further staffing pattern improvements have been made by increased experience and expertise in using the EDS software used to create patterns using OES data, and by teaming with OES staff to give 'early warning' on industry staffing changes as they are occurring.